



PSC NEWS

Missouri Public Service Commission

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PSC CLOSELY MONITORING ELECTRIC SERVICE RESTORATION EFFORTS

Jefferson City (February 1, 2002)---As clean-up and utility service restoration continues as a result of a terrible ice storm in Missouri, the Missouri Public Service Commission is doing everything in its power to help get electric service back on to the hundreds of thousands currently without service.

“The Public Service Commission is receiving regular updates from all affected utilities on the progress they are making to restore service to their customers,” stated Public Service Commission Chairman Kelvin Simmons. Those updates include information on the number of customers who have had service restored; the number still without service and the number of workers in the field attempting to restore service. “Work crews from 12 different states and from as far away as Georgia have come to western Missouri in an effort to get service restored to as many customers as quickly as possible,” stated Chairman Simmons.

“The Commission has been in close contact with utility executives and is encouraging all utility companies to work together to get power restored as soon as possible. That is already occurring in the Kansas City metropolitan area. Missouri Gas Energy, a provider of natural gas service in western Missouri, is offering its assistance in service restoration efforts. In addition, St. Louis-based AmerenUE, a provider of natural gas and electric service, has also offered work crews to assist.”

“It is being called the worst ice storm in Kansas City’s history,” stated Chairman Simmons. “In the Kansas City area and across Missouri, nearly 400,000 customers experienced disruptions to their home’s utility service. This is a very trying time for all involved. We realize that customers may become frustrated by the time taken to restore their service; progressively more difficult repairs and those outages in remote areas will take longer. Under these extraordinary conditions, service restoration will take time,” stated Chairman Simmons. Utility companies have indicated that it could take up to seven days before service is restored for some customers. The Commission will continue to monitor the situation closely as it develops.

“As part of the Commission’s role in this situation, we plan to review all processes as

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they relate to emergency preparedness to ensure that those plans are all that they should be,” stated Simmons. “The Missouri Public Service Commission stands ready to lend its support in any way that we can to help with this terrible situation in Missouri.”

**GIVEN THE CURRENT CIRCUMSTANCES,
HERE ARE A FEW SAFETY CONSIDERATIONS:**

- * **Do Not** try to clear trees from electric lines yourself;
- * Treat all downed power lines as if they are energized and stay away;
- * If you smell natural gas, get out of your home and call your local natural gas company from a phone that is not located in your home;
- * If your home is un-inhabitable, make plans to go to a shelter. For assistance, please contact local service agencies such as the American Red Cross;
- * Plans should be based on a worst case scenario; outages may take seven days or more before service is restored.